

## Setting Goals After an Assessment

The director of Social Services at St. Vincent De Paul Village in San Diego and her veteran team completed the *Self-Assessment* and examined the results, with a particular focus on *Self-Assessment* practices that were not being incorporated into the program. The director identified four possible areas of focus and e-mailed them to the group with a request that each person choose his or her top one or two priority areas. Goals were developed based on group consensus. The following plan was developed by St. Vincent De Paul Village and represents one goal for that organization: **Staff Development Goal #1: “Staff is trained and knowledgeable about military and veteran issues, with an emphasis on female veterans.”**

### Action steps:

1. In consultation with the U.S. Department of Veterans Affairs (VA) Liaison and partner agency Veterans Village of San Diego, develop training curriculum that includes information on the following topics:

#### All Veterans

- The different branches of the military
- Overview of the military “culture” and how it differs from civilian life
- The experiences of veterans serving in a combat zone and during an active campaign
- Types of discharges from the military
- Types of benefits available and eligibility criteria for veterans, including female veterans (e.g., VA medical and disability services, U.S. Department of Housing and Urban Development’s Veterans Affairs Supportive Housing Program (HUD-VASH), Supplemental Security Income, housing options)
- How to read and understand military forms (e.g., DD214)
- Basics on how to access VA services

#### Women-Specific Issues

- The experiences of women serving in the military
- The experiences of women upon discharge from the military
- How VA services differ for women veterans
- The specific service needs of female veterans (e.g., types of services needed, how they are delivered, who provides the services)
- The resources available to female veterans (e.g., VA, community-based, Web-based)
- The barriers/challenges to accessing services for female veterans (e.g., availability, location, experiences with the VA)

2. Determine if curriculum exists or needs to be developed
3. Ask for help in developing curriculum, reviewing curriculum, and identifying trainers
4. Write draft curriculum and distribute to VA Liaison, Veterans Village, and internal stakeholders for review
5. Schedule and host training sessions for members of the Veteran Team
6. Schedule, advertise, and host training sessions that are open to any Village staff members who are interested in the topic or who are recommended by their supervisor

### Resources:

- Line staff time for curriculum development, review of curriculum, and attending training
- Supervisor/Manager time for curriculum development and facilitating training

### Timeframe: 3 months

### Persons responsible for monitoring progress on action steps:

- Program Project Coordinator
- Veteran Team Leader
- Social Services Program Manager